



St Faith's

Church of England
Infant and Nursery School

PARENTS, CARERS AND FAMILIES CODE OF CONDUCT

Our inclusive St Faith's family strives to enable all to achieve their full potential and inspire a community of hope and friendship. We seek excellence by ensuring a safe, respectful and flourishing learning community, where differences are celebrated and our genuine love and high expectations make a difference to all." Aspire not to have more, but to be more." (Oscar Romero)

As a Church School, the distinctive Christian values of respect, compassion, trust, justice, friendship and community are promoted through the experiences we offer to all our pupils, to give pupils the knowledge, skills and understanding that they require to lead confident, healthy and independent lives. We promote the teaching and understanding of fundamental British values in order to prepare pupils for life in modern Britain. We positively teach the values of democracy, the rule of law, individual liberty, mutual respect for and tolerance of those with different faiths and beliefs and for those without faith. Teaching the fundamental British values helps the children to become informed, active and responsible citizens.

This policy outlines the purpose, nature and management of the **Code of Conduct for Parents, Carers and Families** in our school. It reflects the consensus of opinion of all members of staff and the Local Authority. It is based on current practice and has the full agreement of the governing body. The implementation of this policy is the responsibility of the Head teacher, teaching staff and support staff. It is our collective responsibility to raise awareness and that all policies are known, understood and used in an appropriate way.

Introduction

We are very fortunate to have so many supportive and friendly parents and carers. We want our families to recognise that educating children is a process that involves partnership between families, class teachers and the school community. As a partnership, our parents and carers should understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school.

Parental engagement with their children's learning is important in supporting attainment and progress and parents and carers have a legitimate right to understand what their child is learning at school. However, contact between parents and carers and the school must be appropriate proportionate and respectful, both of the professional knowledge, experience and skill of teaching and senior staff at the school and of the entitlement of staff at the school to some work/life balance.

Purpose

The purpose of this policy is to provide a reminder to all families and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and fulfil our school vision.

The policy sets out:

- The general principles underpinning the conduct of members of the school community.
- How it is expected that communication between families and the school will take place.
- What behaviour towards the school and members of the school community are deemed unacceptable and open to challenge by the school.
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carer.

General Principles

- Remember that the school is governed by the school rules as decided upon by the Governing Body of the school and the Senior Leadership Team.
- Respect the caring ethos and values of our school.
- Understand that both teachers and families need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.

Communication

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply phoning in to report a child's absence or just informing the member of staff at the classroom door when you drop your child off, that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

However, please remember:

- Members of staff are very busy during the school day, particularly first thing in the morning. Where you need to speak with a member of staff for a length of time, please make an appointment to do so at a time when they can give you their full attention.
- Approach the school to help resolve any issues of concern by making an appointment to meet with the class teacher in the first instance, or with the teachers' line manager. In our school this is a member of the Senior Leadership Team (SLT). Our SLT are Mrs Kingston, Deputy Head; Mrs Wallis as Key Stage 1 Leader and Mrs Talbot as Early Years Leader. Following this, if the matter is not resolved, please make an appointment with the Headteacher, Mrs Konrath.
- If the matter is still not resolved follow the procedure in the school's Complaints Policy which is available on our website <https://www.st-faiths.lincs.sch.uk/general-information-and-policies/>.
- If you wish to correspond by email this should be done through the school's central email address at enquiries@st-faiths.lincs.sch.uk. This address is monitored regularly during the school day, and emails are forwarded to the appropriate member of staff or Governor.
- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school, please approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff, it will normally fall to you to make a mutually convenient appointment.

Unacceptable Behaviour

- Please do not expect a response out of school hours when contacting staff or members of the Governing Body. Please use the school enquiries email address for general enquiries and the individual teachers email address for class related enquiries. Staff and Governors are entitled to their own personal and family time.
- Do not send any form of correspondence to members of staff or Governors at the school demanding an immediate response or a response within your own time frame. The matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Please do not send lengthy, frequent, demanding, or disrespectful emails to staff members. This will seriously undermine their ability to carry out their core role of educating the children in their care.
- When corresponding or speaking with any staff member in person, do not use language that calls in to question their professional abilities or represents any form of personal attack. Do not seek to direct how they carry out their professional roles or run the school. The running of the school is a matter for the Senior Leadership Team and the Governing Body of the school.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school without making them aware you are doing it. You must seek their express permission to capture what could be their personal information and not breach their human right to privacy, which extends to their workplace.

- Do not resort to any other form of criticism of the school, its staff or Governing Body or any other matters that relate directly to the school, via a medium other than the school's complaints policy. Parents and carers are asked to be aware of the school's Social Media Policy and see Appendix A for more information.
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication, it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not shout swear or cause any form of disruption on school grounds or in the immediate vicinity of school.
- Refrain from using your mobile phone on school grounds, most especially at the classroom door, unless it is vital to do so.
- Any threats of violence or use of violence towards anyone on school premises is a criminal offence, as is damage to school premises. This will be likely to result in the matter being reported to the police.
- Do not smoke or consume alcohol or other drugs on any part of the school premises.
- Do not bring dogs onto the school premises, unless already agreed with the school that the dog is a guide dog or other form of assistance dog. Consent must be given for the presence of the dog to assist its owner on school premises.
- Do not correct your own child's behaviour, especially in public, where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Avoid using staff as threats to reprimand children's behaviour.
- Do not approach someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Do not use disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.

Additional Steps by the school

- The member of staff or Governor concerned may challenge the behaviour, by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour. They may end an unacceptable phone call or ask you to leave the school grounds.
- The school may correspond in writing with a parent or carer to challenge behaviour that the school is finding unacceptable, for example, being rude to a member of staff or sending too many emails that are making demands of the school.
- If the school decide the matter requires a more formal approach, the school may instruct its legal advisers to write to the parent or carer, warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the school and/or banning them from school premises, if felt to be appropriate.
- Clearly in serious instances where the peace is breached or the criminal law broken, the school will also involve the police.

Please note that school premises are not public places but private premises and you have an implied right to enter the school as a parent or carer of a child at the school. It is open to the school to remove that right of entry at any time it deems this to be necessary.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Note: Could parents please ensure they make all persons responsible for collecting their children aware of this policy.

Safeguarding procedures

At St Faith's we have a positive culture of safeguarding, with effective policies and procedures in place. Our safeguarding procedures are outlined in our Child Protection and Safeguarding Policy, which can be found on our website <https://stfaithscofe.secure-primarysite.net/safeguarding-information-and-policies/>.

Approved by the governing body on:-	March 2026
Signed (Governor)	<i>Emile Van De Zee</i>
Signed	<i>Amanda Konrath</i>
Review Date	March 2028

Appendix 1: Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents/pupils.

The school seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers, lead by example.

The Governors considers the use of social media websites to complain about the school or individual members of staff, or make personal comments about anyone in the school community as unacceptable. It is not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels, by speaking to the class teacher, the Head Teacher or the Chair of Governors, or using the Schools Complaints Policy. Concerns can then be dealt with fairly, appropriately and effectively for all concerned in line with that policy.

In the event that any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent or carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and if persistent could be deemed to constitute the offence of harassment.